**IT Applications, Unit 4**

**Ch 4, Goals of Information Systems, p 137**

1. **What is the role of a strategic plan?**

A strategic plan identifies the long term goals of the business

1. **Explain the purpose of a mission statement.**

A mission statement is the basic for establishing a set of common goals that will help accomplish the organisations aims.

1. **Distinguish between an organisation’s goals and its objectives.**

Organisational goals refer to the overall goals of the business. To achieve these goals, the organisation needs to develop a list of objectives. Objectives are small achievable tasks undertaken to accomplish a large task.

**Organisational goals and objectives often relate to improving the efficiency or effectiveness of operations.**

**Improving efficiency**

1. **How is efficiency measured?**

Efficiency is measured in terms of speed, cost, time and effort.

1. **With an example illustrate how an organisational change will lead to improved efficiencies.**

For example an organisation could change their communication methods such as switching from fax and printed, hand delivered copies of information or reports, the employees could email the document. This would decrease the speed because email is faster than getting up and getting a print out the faxing it to your colleague, the cost would be reduced from reduced paper usage, the effort would be reduced because there is a lot less effort in sending an email than hand delivering it or faxing and it also would save time because an email is basically instant and takes much less time that it does to fax a piece of paper.

**Improving effectiveness**

1. **How is effectiveness defined?**

Effectiveness is defined in terms ofits attractiveness, readability, completeness, clarity, accuracy, accessibility, timeliness, communication of the message, relevance and usability. All of these words describe how the information and communication of an information system

**Improving decision-making**

1. **What three factors are required for competent decision-making?**

The three factors required for competent decision making are: Information, Time and Communication

**Types of information systems**

**(You are not required to know for exam purposes the specific types of information systems).**

**Briefly, note the characteristics of each of the following 5 systems:**

1. **Transaction processing systems (TPS)**

The transaction processing system processes data that is generated by the day to day transaction of an organisation. Examples include, billing systems and order entry systems.

1. **Office automation systems**

An office automation system performs routine office tasks such as printing documents, making calculations and communicating with other departments and clients.

1. **Management information systems (MIS)**

A management information system refers to a computer network that generates timely accurate information for managing an organisation. The MIS manipulates data created by the TPS to create reports that managers can use to make business decisions.

1. **Decision-support-systems**

A decision support system allows the user to manipulate Data directly, to incorporate data from external sources and to create data models of ‘what if’ scenarios. It is designed to help managers make non-routine decisions.

1. **Expert systems**

An expert system is designed to analyse data and produce a recommendation or decision.

**Problem-solving methodology relating to the analysis of ongoing information problems**

1. **What is an information problem?**

An information problem arises when the organisations goals are not being met.

**Information problems arise because of:**

1. **Inefficient procedures**
   1. **What is meant by this term?**

Inefficient procedures refer to activities or changes in an organisation that are not efficient, in terms of speed, cost time and effort. The inefficient procedures hinder the organisations ability to successfully achieve their goals.

1. **Failure to meet the needs of users**
2. **Why do errors occur in systems?**

Errors occur in systems when the system is not properly maintained or if data is not regularly updated.

1. **Problems due to dependence on old technology**
2. **What type of opportunities do developments in new technology present?**

Developments in technology present many opportunities to an organisation to improve. For example: gaining a competitive edge on your competitors, making your organisation more efficient because of updated hardware and software and also from updated data collection systems.